

Strategic Goal 2.

Reduce human suffering and enhance the recovery of communities after disaster strikes.

The aim of Strategic Goal 2 is to develop and maintain an integrated operational capability to respond to and recover from disasters and, when disasters strike, to ensure that immediate needs of disaster victims are provided for and that communities are able to begin the process of rebuilding and returning to normal as soon as possible. Three five-year operational objectives and five annual performance goals associated with Goal 2 are presented below. A total of 2,814 work-years (including DRF work-years) and \$ 392 million, or approximately 57-percent of work-years and 32-percent of Agency resources devoted to strategic goals, are required for FY 2001 activities in pursuit of Goal 2.

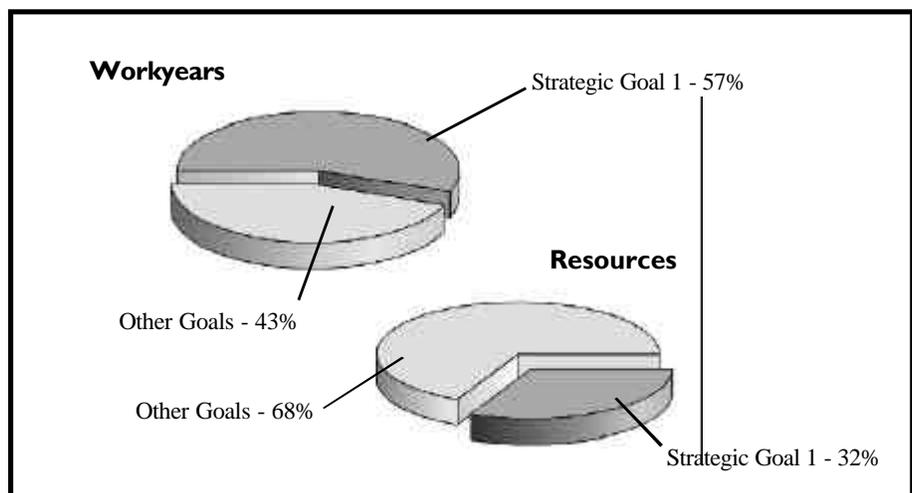


Figure 2: Percentage of Workyears/Resources Devoted to Strategic Goal 2

Operational Objective RR. I: Disaster Services.

Ensure enhanced delivery of response and recovery assistance services, achieve 100 percent of annual performance goals.

Annual Performance Goal RR. I. I. Human Services Program

Improve customer satisfaction with Human Services (HS) programs. Lead Organization: Response and Recovery Directorate (RR)

Resources:	407 WY; \$62,391,000
Performance Indicator(s):	Manage Individual Assistance programs to achieve 90 percent customer satisfaction with HS program services for disasters below 50,000 Tele-registrations per week
Means and Strategies:	<ol style="list-style-type: none">(1) Conduct a comprehensive program of standards development for the 12 core HS functions.⁹(2) Process disaster-housing applications from eligible individuals within 5 to 8 days of receipt.(3) Collect and analyze stakeholder information.(4) Increase timeliness with which disaster declaration packages are prepared.(5) Increase senior management effectiveness at Disaster Field Offices.
Verification and Validation:	Independent survey of Individual Assistance applicants.

⁹ The Human Services core functions are registration intake, inspections for verification of housing and Individual and Family Grants (IFG), overall application processing, Helpline services, housing performance, IFG Performance, crisis counseling, Disaster Unemployment Assistance (DUA), disaster legal services, voluntary agency liaison, regional office support, and workforce readiness. These functions are measured internally by HS.

Annual Performance Goal RR. I.2. Public Assistance Program

Increase overall customer satisfaction with Public Assistance (PA) programs. Lead Organization: RR

Resources:	80 WY; \$7,717,000
Performance Indicator(s):	Manage Public Assistance programs to achieve overall customer satisfaction rate of 87 percent.
Means and Strategies:	<ol style="list-style-type: none"> (1) Make 80 percent of public assistance funding determinations, on average, within 180 days. (2) Make available to States 50 percent of the funding for identified emergency work projects within 30 days of application. (3) Evaluate task order performance of technical assistance contractors. (4) Respond to second-level appeals within required time frames. (5) Issue credentials to national public assistance cadre members at Level Two. (6) Close out the Public Assistance Program for 90 percent of disasters within two years of the declaration date. (7) Collect and analyze stakeholder information. (8) Increase timeliness with which disaster declaration packages are prepared. (9) Increase senior management effectiveness at Disaster Field Offices.
Verification and Validation:	Independent survey of PA applicants.

Annual Performance Goal RR. I.3. Disaster Response

Improve response operations. Lead Organization: RR

Resources: 353 WY; \$48,033,000

Performance Indicator(s): Act on all identified requests to meet the needs of catastrophic disaster victims for water, food and shelter within 12 hours after a Presidential disaster declaration. The intent is to coordinate, through partnerships with other Federal agencies, State and local governments, private and voluntary organizations, the initial provision of these basic needs within 72 hours.

- Means and Strategies:**
- (1) Enhance interagency coordination through the Catastrophic Disaster Response Group, Emergency Support Function Leaders, and the Regional Interagency Steering Committee.
 - (2) Prepare disaster operations documentation.
 - (3) Issue credentials to community relations, information and planning, and operations cadres.
 - (4) Improve assessment and analysis procedures. Prepare disaster operations documentation.
 - (5) Establish plans and exercises for disaster events.
 - (6) Collect and analyze stakeholder information.
 - (7) Conduct training for all staff having responsibilities for disaster response operations.
 - (8) Improve the efficiency of the Disaster Field Office setup procedures so that setup is completed within an average of 40 hours of site acquisition.
 - (9) Increase timeliness with which disaster declaration packages are prepared.
 - (10) Increase senior management effectiveness at Disaster Field Offices.

Verification and Validation: Review of FEMA's and other organizations' records.

5-Year Operational Objective RR.2: Federal Operational Support.

Continue to provide exemplary Disaster Relief Fund operational support and services to customers to ensure successful accomplishment of FEMA’s hazards mission. Lead organization: Operations Support Directorate (OS).

Annual Performance Goal RR.2.1. Logistics

Operate a logistics program that provides timely and cost-effective resources in support of the hazards emergency management mission of the Agency. Lead organization: Operations Support Directorate (OS).

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| Resources: | 80 WY; \$10,072,000 |
| Performance Indicator(s): | <ul style="list-style-type: none"> (1) Maintain FY 2000 baseline of 97-percent on-time delivery of disaster assets. (2) Maintain FY 2000 baseline of DISC and TLC assets available to support disasters. (3) Reduce by 10 percent over the FY 2000 baseline the total dollar value of assets remaining at closed DFOs. |
| Means and Strategies: | <ul style="list-style-type: none"> (1) Ensure cost-effective and timely disaster asset deployment and recovery. (2) Deploy operationally ready logistics disaster assets. (3) Staff, operate, and maintain a readiness capability that ensures availability of Initial Response Readiness materials, DFO and Administrative Kits, and selected information and technology assets such as personal computer (PC) workstations, laptop PCs, printers, cellular phones, and facsimile machines. (3) Provide personnel to assist DFO management staff with technical activities and closeouts. (4) Support, operate, and maintain Agency automated logistics management systems to ensure property management integrity, accountability, and recovery. |

(5) Improve agency's Accountable Property Officers' proficiency ratings.

Verification and Validation:

- (1) Cost avoidance as shown by property transfer reports and pre-deployment success.
- (2) Monitored automated logistics management systems data.
- (3) Operational feedback from disaster facilities personnel.

5-Year Operational Objective RR.3: Emergency Communications.

Provide emergency alerts and emergency response communications nationwide or regionally by means such as the National Warning System (NAWAS), Emergency Alert System (EAS), and Geographical Information System (GIS).

Annual Performance Goal RR.3.1. Operate Emergency Communication Systems

Operate emergency communications systems to deliver emergency warning, messages, and critical information to reduce losses and lower response and recovery costs. Lead Organization: Information Technology Services Directorate (IT)

Resources: 18 WY; \$5,900,000

Performance Indicator(s): Meet the following standards:

- (1) Disseminate NAWAS emergency alerts within 3 minutes of receipt.
- (2) Relay federal emergency messages over the EAS within 15 minutes of notification.
- (3) Provide preliminary hurricane damage assessments and storm-track modeling data to States within 24 hours of a request.
- (4) Deliver maps, models, data, and analyses as requested to FEMA and emergency management partners within 72 hours of notification.

Means and Strategies:

- (1) *NAWAS*: Provide emergency communications among Federal, State, and local governments during emergencies. Provide to NOAA stations the capability to issue weather watches and warnings to surrounding regions. Transmit civil emergency warning messages. Disseminate information from sources inaccessible by local or State officials.
- (2) *EAS*: Provide to the President and State Governors access to broadcast media to transmit emergency alerts or information to the public.

(3) *GIS*: Provide GIS analyses and products in support of all phases of emergency management. Staff and manage the Mapping and Analysis Center. Maintain electronic links to States and territories.

Verification and Validation: IT logs and records of performance.